



WARRANTY

GUARANTEE ON ALL IMPERIAL KOOL-RAY PRODUCTS.

GUARANTEE COVERAGE

Only the original consumer buyer receives from Imperial Kool-Ray a guarantee starting from the date of purchase and covering the following points within normal use of the product :

Material and manufacturing defect : 20 years

Paint finish: 5 years • Plastic parts : 2 years

THE GUARANTEE DOES NOT COVER

The guarantee is valid for the original consumer buyer only. The guarantee excludes damages caused by a faulty installation, abuse or wrong usage of the product, caused either by the contractor, the service company or the buyer himself. Imperial Kool-Ray cannot be held responsible for labor cost and/or damages incurred during installation, repair or change, nor for resulting unforeseen damages. Defects or damages caused by the use of parts other than original Imperial Kool-Ray parts cannot be covered by the guarantee as well as the use of an inappropriate anchor to your surface. Any Imperial Kool-Ray parts or components used with parts from other manufacturers are also excluded from this guarantee.

LENGTH OF THE GUARANTEE

The guarantee is effective from the date of purchase stated on the buyer's invoice.

HOW CAN WE SOLVE YOUR PROBLEMS?

A replacing part of any defective part will be supplied free of charge to be install by yourself.

To place a guarantee claim, you have to ask for a claim report and send it to :

Imperial Kool-Ray Inc.

PRODUCT CLAIMS DEPARTMENT

40 Industrial Park Street

Richibucto, NB E4W 4A4 Canada

Phone assistance: 1-800-361-3956 Fax :1-888-925-6657

Include your name, nature of problem or request and enclose your proof of purchase.

TERMS AND CONDITIONS

All prices are subject to change without notice. Tax extra. Please order in multiple of quantities .shown Please use the enclosed order form. Orders require 10 business days for delivery. Vision railing including glass: 4-6 weeks for delivery For Specialty columns: see corresponding pages. The customer is responsible for the measurements stated on the order form. Made to measure railings cannot be returned for credit or exchange.

All orders will be considered as final.

IMPORTANT

Make sure to specify if it's a new installation or an addition to an existing railing.
